

lokCLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center request for proposal (RFP) for the Business Operations and Technical Services (BOATS) procurement. This procurement is a follow-on requirement for administrative and technical support at NASA Ames Research Center. (see attached statement of work)

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of its solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA Ames Research Center, Attn: Starr L. Strong, Code JAC: 241-1, Moffett Field, CA 94035-1000, telephone 650-604-4699. Facsimile responses are acceptable. Please fax to Attn: Starr L. Strong, fax 650-604-0912. E-mail responses may be sent to: Starr.L.Strong@nasa.gov.

A response to this questionnaire is requested to the above address no later than _____.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

Experience and Past Performance Questionnaire

Offeror:	
Contract Number:	
Agency/Company:	

1. Provide the following information about your contract:

a. Type of contract: (e.g., CPFF, CPIF, CPAF, FFP or describe); _____

Competitive? ☐ Yes ☐ No

☐ Follow-on or ☐ new requirement?

Please provide the title of the requirement and a brief description: _____

b. Period of performance (including extensions/options)

From: _____ To: _____

c. Contract dollar value (including all options) \$ _____

d. Was the contractor the ☐ Prime or ☐ Sub?

e. Size of the contractor's work force (Work Year Equivalents [WYEs]) _____

Total work years provided under the contract (WYEs) _____

f. Type of services provided:	Approximate percent of total contract staff
Check all contractor-provided functions for this contract	
<input type="checkbox"/> 1. General Administrative Support	
<input type="checkbox"/> 2. Acquisitions	
<input type="checkbox"/> 3. Diversity and Equal Opportunity	
<input type="checkbox"/> 4. Documentation	
<input type="checkbox"/> 5. Education and Outreach	
<input type="checkbox"/> 6. Human Capital	
<input type="checkbox"/> 7. Office of Chief Counsel	
<input type="checkbox"/> 8. Public Affairs and Media Relations	
<input type="checkbox"/> 9. Other relevant contracts that relate to other SOW functional areas	

GENERAL

1. List three of the contractor's major strengths and how contract performance was affected:

- _____
- _____
- _____

2. List three of the contractor's major weaknesses and how contract performance was affected:

- _____
- _____
- _____

OVERALL RATING

Using the adjectival ratings below, please assign an overall rating. _____

If the choice were yours alone, would you select this contractor for the follow-on contract?

Yes ☐

No ☐

Comments:

SPECIFICS

The past performance evaluation assesses the contractor's performance under previously awarded contracts for the same or similar requirements. The past performance evaluation is an assessment of the government's level of confidence in the offeror's ability to perform the solicitation requirements as described in the statement of work. The past performance evaluation shall be in accordance with FAR 15.305(a)(2) and NFS 1815.305(a)(2).

Use the following level of confidence ratings to respond to the questions below. Please select one rating per statement, using the following definitions. Please provide additional remarks to further explain any rating and in response to the more detailed questions.

	Adjectival Rating	Definitions
E	Excellent	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) weaknesses with no adverse effect on overall performance.
VG	Very Good	Very effective performance, fully responsive to contract requirements accomplished in a timely, efficient, and economical manner for most part; only minor weaknesses.
G	Good	Effective performance; fully responsive to contract requirements; reportable weaknesses, but with little identifiable effect on overall performance.
S	Satisfactory	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable weaknesses with identifiable, but not substantial, effects on overall performance.

	Adjectival Rating	Definitions
P	Poor/Unsatisfactory	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.
N/A	Not Applicable	Not applicable to the contract being referenced.

a. **TECHNICAL PERFORMANCE**

1. Rate the overall quality of this contractor for your contract.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

2. Rate the contractor's compliance with technical and schedule requirements. Discuss any contractor-caused schedule slips.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

3. Rate the contractor's flexibility and effectiveness in dealing with changes to technical requirements.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

4. Rate the contractor's record of innovation and resource-efficient solutions to satisfy requirements.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

5. Rate the performance and relevant experience of the contractor's key personnel.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

6. Rate the quality, accuracy and completeness of technical documentation

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

b. CONTRACT MANAGEMENT

1. Rate the contractor's record in managing both small and large tasks as well as the simultaneous management of a large number of varied tasks without constant, direct customer oversight. Rate the contractor's record in responding to short-term high demand requirements.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

2. Rate the contractor's record in conforming with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

3. Rate the contractor's record in managing subcontracts.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

4. Rate the effectiveness of the contractor's customer interactions.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

5. Rate the contractor's record in recruiting, developing, and retaining highly skilled employees to address contract objectives.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

6. Rate the contractor's record in assessing and re-assigning staff based on performance.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

7. Rate any contractor problems encountered and their resolutions.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

8. Rate the contractor's processes and results in responding to contract changes and/or negotiations.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

9. Rate the performance of the contractor's procurement system.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

10. Rate the contractor's commitment to safety, including protection of employees.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

11. Rate the contractor's history of labor relations issues.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

12. Rate the contractor's record for retention of incumbent contractor employees during the first year of contracts for which the offeror was not the incumbent.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

13. Rate the contractor's management of the phase-in period to ensure continuity of operations, in cases where the offeror was not the incumbent.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

14. Rate the contractor's ability to identify and mitigate risks (including risks associated with cost, schedule, deliverables and milestones), ensuring mission success.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

c. CORPORATE MANAGEMENT RESPONSIVENESS

1. Rate the qualifications and effectiveness of on-site contract management and the level of autonomy the site manager had to manage the contract.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

2. Rate the contractor's corporate management responsiveness to contract problems.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

3. Rate the contractor's corporate management involvement in contract operations.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

4. Rate the contractor's availability of corporate resources when required.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

5. Rate the stability and performance of the contractor workforce.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

6. Rate the contractor's response to changes made to lines of authority during the contract and their impact on contract performance.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

7. Rate the contractor's performance in handling management performance problems encountered and their resolutions.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

8. Rate the contractor's ability to operate free from organizational conflicts of interest.

☐ E ☐ VG ☐ G ☐ S ☐ P ☐ N/A

d. ADDITIONAL INFORMATION

1. If a new contractor, what was the percentage of incumbent staff retention during transition?

Key _____ Other _____

What percent of the incumbent staff did the Contractor attempt to retain?

Key _____ Other _____

Was this appropriate?

Was this the amount proposed?

2. Did the contractor provide the key personnel proposed?

Yes ☐ No ☐

If no, please explain _____

3. What percentages of key and other personnel resigned during the first 12 months of the contract period of performance?

Key _____ Other _____

What was the breakout?

Incumbent _____ New Hire _____

4. Upon their departure, were key personnel replaced appropriately and in a timely manner?

Yes ☐ No ☐ N/A ☐

If no, please explain _____

5. If hiring was required at any time after the start of the contract, did the contractor identify appropriate vacancy skill sets and fill those vacancies with the appropriate skills and expertise in a timely manner?

Yes ☐ No ☐ N/A ☐

If no, please explain _____

6. If the contract's scope was increased or decreased, was the contractor successful in meeting new requirements?

Yes ☐ No ☐ N/A ☐

If yes or no, please explain _____

7. Did any regulatory violations occur because of the contractor's actions?

Yes ☐ No ☐ N/A ☐

If yes, please explain _____

NARRATIVE SUMMARY

Use this section to provide additional information about the contractor's overall performance.

Submitted By (Signature) _____

Date: _____

Name (printed) _____

Phone, Commercial: _____ FAX _____

Position/Title: _____

Relationship to Program: _____

Length of Involvement in Program _____